



ARIZONA

SENIOR EMPLOYMENT SERVICES

COORDINATION PLAN

Program Year 2005
(July 1, 2005 through June 30, 2006)

Prepared by



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Overview

Each state is required to develop a State Senior Employment Services Coordination Plan. The development of the Arizona Plan is the responsibility of the Arizona Department of Economic Security, Aging and Adult Administration. The plan is for a one-year period beginning July 1, 2005 and concluding on June 30, 2006.

The State Senior Employment Services Coordination Plan describes the planning and implementation process for Senior Community Services Employment Program (SCSEP) services within Arizona. The purpose of the plan is to encourage coordination among Arizona SCSEP grantees and assist stakeholders in working together in furtherance of SCSEP goals.

SCSEP Purpose

In accordance with Title V of the Older Americans Act Amendments of 2000, Public Law 106-501, 42 U.S.C. § 3056 et seq., the Arizona Senior Community Services Employment Program (SCSEP or Title V), focuses on training and placing older individuals into community service positions and unsubsidized employment. The purpose of the program is to foster useful part-time opportunities in community service activities for unemployed low-income persons who are 55 years or older and who have poor employment prospects, and to foster individual economic self-sufficiency by increasing the number of participants who receive the benefits of unsubsidized employment in the public and private sectors. Program participants work at community service agencies usually for 20 hours a week and are paid the higher of the Federal or State minimum wage. [Public Law 106-501 § 502(b)(1)(J)].

SCSEP Funds Allocation

Through the Older Americans Act, the Department of Labor allocates funding to its grantees or agencies responsible for administering the SCSEP. Arizona grantees consist of the State Unit on Aging and seven National SCSEP Sponsors. Grantees directly administer or subcontract the SCSEP. Through contracts or agreements, grantees work with host agencies (governmental or non-profit, non-partisan organizations) to provide skills training through subsidized part-time community service assignments in social, health, educational, legal, maintenance, economic development, and other service facilities. Participants placed in community service assignments within these host agencies receive a training wage no less than that established by the federal minimum wage (\$5.15/hour) plus fringe benefits (FICA, Medicare, and Worker's Compensation).

SCSEP Eligibility Requirements and Enrollment Priorities

Any individual 55 years of age or older, who has an income no greater than 125 percent of the federal poverty level is eligible for SCSEP. Income eligibility is determined annually. All participants must reside in the state in which the project operates. Host agencies may not specify any minimum period of residency for determining eligibility or impose additional eligibility requirements beyond those required by federal law. The enrollment priorities are as follows:

1. Individuals who are 60 years or older:
 - Veterans and qualified spouses who meet special consideration criteria (if feasible).
 - Veterans and qualified spouses who do not meet criteria.
 - Non-veterans who meet the criteria (if feasible).
 - Non-veterans who do not meet the criteria.
2. Individuals who are 55 years or older:
 - Veterans and qualified spouses who meet special consideration criteria (if feasible).
 - Veterans and qualified spouses who do not meet criteria.
 - Non-veterans who meet the criteria (if feasible).
 - Non-veterans who do not meet the criteria.
3. Special consideration preferences for persons with incomes below the poverty level, poor employment prospects, greatest social and/or economic need, minorities, limited English speaking, and Native Americans.

SCSEP/Title V State Agency and National Sponsors

Arizona's SCSEP is provided through the State Unit on Aging and seven National SCSEP Sponsors. The Department of Economic Security, Aging and Adult Administration (DES, A&AA) is Arizona's State Unit on Aging. The National Sponsors consists of the National Indian Council on Aging (NICOA), Asociacion Nacional Pro Personas Mayores (ANPPM), United States Forest Service (USFS), AARP, Easter Seals (ES), Experience Works (EW), and Service Employment and Redevelopment (SER). The State Unit on Aging and most of the national sponsors administer the SCSEP in multiple counties throughout Arizona, however two national sponsors operate the SCSEP in a single county. Participant slots are allocated to the State Unit on Aging and each National SCSEP Sponsor. The allocation for SCSEP participant slots for Arizona for PY 2005 decreased from 810 to 792.

Grantees	PY 2005	Counties Served
DES, A&AA	162	Apache, Coconino, Gila, Maricopa, Mohave, Navajo, Pima, Pinal and Yavapai
NICOA	165	Apache, Coconino, Gila, Graham, Greenlee, La Paz, Maricopa, Mohave, Navajo, Pinal and Yuma.
ANPPM	73	Pima
USFS	18	Coconino, Graham, Greenlee and Maricopa.
AARP	120	Maricopa
ES	66	Maricopa, Yavapai and Yuma
EW	63	La Paz, Maricopa and Mohave
SER	125	Cochise, Gila, Pinal, Pima, and Santa Cruz
	792	

Section 1. Plan Participation

Development of the Arizona Senior Employment Services Coordination Plan was a cooperative effort involving the input from Arizona's seven National sponsors. Information from the U.S. Census Bureau and the Department of Economic Security, Research Administration, Population Statistics Unit were also used to identify population trends.

A SCSEP Grantees meeting was held on March 22, 2005. DES, A&AA met with five of the seven National Sponsors to discuss revisions to the Employment Services Coordination Plan. NICOA and USFS were not available to meet. The Department of Labor Training and Employment Guidance Letter No. 26-04 was used in the development of the plan. SCSEP Grantees also participated in the DOL sponsored Webinar sessions on the State Plan Development held in April 2005. All SCSEP Grantees participated in a conference call on May 3, 2005 to revise the draft PY 2005 Coordination Plan.

The following activities will be accomplished in order to ensure participation of interested individuals and groups in the development of the PY 2005 Coordination Plan:

Action	Time Frame for Completion
Meet with National Sponsors to review plan components and revise action plan for revisions to the plan.	August 2005
Distribute draft Coordination Plan to Arizona's eight Area Agencies on Aging, the 15 Workforce Investment Boards, host agencies, and the Governor's Advisory Council on Aging's Mature Worker Committee for their review and comment.	September-October 2005
Conference call with National Sponsors to discuss the agency comments received and impacts on the plan.	October 2005
Incorporate comments received by agencies into plan, as applicable.	October 2005
In coordination with the National Sponsors and Area Agencies on Aging, hold up to three public input sessions to elicit input from the public on senior employment related issues.	November 2005
Conference call with National Sponsors to discuss public comments received and impacts on the plan.	December 2005
Incorporate comments received by public into plan, as applicable.	December 2005
Submit revised plan to DOL.	December 2005

Section 2. Organizational Involvement

The following groups will be provided an opportunity for involvement in the planning process:

Agencies/Organizations/Coalitions	Involvement
DES, A&AA (State Unit on Aging)	Prepare the plan and facilitate coordination with National SCSEP Sponsors
Seven National SCSEP Sponsors	Provide input and assist with preparation of plan
Eight Area Agencies on Aging	Review plan, provide feedback on plan, assist with coordination of public input session
15 Workforce Investment Boards	Review plan, provide feedback on plan, assist in the development of MOUs
Governor's Advisory Council on Aging's Mature Worker Committee	Review plan, provide feedback on plan, assist with coordination of public input sessions
Public and private non-profit agencies and organizations providing employment services	Review plan, provide feedback on plan specifically on the employment needs and services provided to older individuals
Social service organizations providing services to older individuals	Review plan, provide feedback on plan specifically on coordinated referral systems to link older individuals to employment services
Underserved older individuals and SCSEP participants	Provide feedback on plan specifically on the impacts of the SCSEP on the older individual
Client advocacy organizations or councils such as A-POWER, Pima County Task Force, etc.	Review plan, provide feedback on plan, assist with coordination of public input sessions
DES, Division of Employment and Rehabilitation Services - Workforce Investment Act Administrator	Review plan, provide feedback on plan, continue discussions focused on improving cooperation and communication between WIA One-Stop Centers and SCSEP

The agencies and coalitions will be encouraged to disseminate copies of the draft plan to older persons for their review and comment.

Section 3. Public Comments

Up to three public input sessions will be scheduled in November 2005 to ensure an open and inclusive planning process that provides meaningful opportunity for public comment for the PY 2005 Coordination Plan.

Appendix A provides a complete listing of the comments collected from members of the public at two public input sessions on the draft coordination plan held on May 13, 2004 which were incorporated into the PY 2004 Coordination Plan.

Section 4. Plan Provisions

a. Basic Distribution of SCSEP Positions

The Equitable Distribution Report provides a basis for determining the collective progress made by SCSEP sponsors toward an equitable distribution of program positions in Arizona. The report provides the current distribution of positions by county. Arizona's allocation of SCSEP positions is 792 for Program Year 2005. A copy of the Program Year 2005 Equitable Distribution Report is located in Appendix B. SCSEP grantees will work together to achieve equity.

b. Rural and Urban Populations

Arizona has the majority (79%) of its population living in urban areas Phoenix, Tucson, Flagstaff and Yuma. This includes the counties of Maricopa, Pima, Coconino, and Yuma. The remainder of the population (approximately 21%) lives in the rural part of the state.

In some of the more rural areas of the state, there are significant barriers the SCSEP grantees have to confront on an on-going basis. There are shortages of quality host agencies that can provide the training matching to the employment goals for participants. There are shortages of 'senior friendly' employers that have a presence in the rural areas and are seeking new employees from the SCSEP population. The economy in some of the counties is depressed. Transportation is non-existent in some of our rural areas. It is very difficult to recruit both eligible participants and develop host agencies due to distance, language, transportation, etc. SCSEP grantees serving in rural areas continue to cultivate host agencies that can offer training for participants to become more job- ready. This includes English as a Second Language classes and specialized training, etc. The challenges in rural areas are ongoing and usually take more time to develop and monitor to assure that the SCSEP participant's training needs are met. This requires additional resources for staff time and travel.

SCSEP grantees develop participants in administrative positions to assist with the provision of services in rural areas. These individuals are familiar with the rural area they serve and learn how to address the barriers. They are aware of where the services can be strengthened and potentially developed to meet the needs of the other participants.

SCSEP participants are coached regarding the outlook for unsubsidized jobs in the rural areas. Individual Employment Plans (IEP) are based on a realistic expectation for employment goals for each participant and matching training opportunities. Many participants chose to live in rural areas for reasons not related to work. Through appropriate assessment and case management, the SCSEP grantees determine if the SCSEP services are suitable for individuals who have a mismatch between their employment goal and what is available in the community where they live. They take into consideration the option of participants being able to commute to a host agency that will provide them the training for a job that might not in the rural community. For some participants this works if they can arrange transportation and have a strong desire to obtain a better paying job.

The challenge of serving SCSEP participants in rural areas is a continuing challenge and is addressed on an on-going basis by the grantees.

c. Special Populations

According to the 2000 U.S. Census, over 221,600 Arizonans are persons 45 years of age, at or below 125% of the Health and Human Services poverty levels. Of that number, 149,110 (or 76%) are 55 years of age or older, and 121,425 (or 55%) are 60 years of age or older. Over 3/5 of either age category are women. Over 20% of either age category are minorities. Over 25% of either age category have post high school education. Just under 20% of either age category are veterans. Approximately 55% of either age category have a disability.

According to the U.S. Census Bureau, Current Population Survey, Annual Social and Economic Supplement, 1960-2003, older women are more likely than older men to live in poverty. Older non-Hispanic whites were far less likely than older blacks and older Hispanics to be living in poverty.

Recruitment is conducted on an on-going basis. Recruitment efforts to serve persons of greatest economic and social needs and minorities occurs in unemployment offices, senior centers, advocacy groups, one-stops, senior housing programs, and food banks. SCSEP grantees are also experiencing other recent population phenomenon such as refugees, immigrants, older individuals who are raising children (grandparents raising grandchildren), and inmates seeking entry into the workforce. SCSEP grantees will continue to share best practices and partner with one another to expand current recruitment efforts.

d. Types of Skills

Statistics on the employment situations and the types of skills available among the eligible population have been extrapolated from the following resources:

- U.S. Census Bureau published and special reports.
- U.S. Department of Labor website tools.
- Arizona Department of Economic Security, Research Administration statistical reports.
- SCSEP host agencies reports.
- Other relevant sources recommended by workforce experts

These statistics are used to better identify the employment needs of a particular geographic area, and to link the eligible population with available employers.

According to the U.S. Department of Labor Bureau of Labor Statistics: Current Employment Statistics Highlights March 2005, construction, professional and business services, education, and health services saw gains in employment, while manufacturing, retail trade, and other services all experienced small changes in job growth.

Through assessments completed at Arizona's One-Stop Career Centers, SCSEP Job Developers are provided with information as to the best community service, career training, and placement fit for the older worker. Information collected during the assessments includes job aptitudes, job preferences, job readiness and training needs, and the potential for transition into unsubsidized employment. For older workers who have skills that are no longer in demand or who are seeking new job skills, SCSEP Job Developers work with these older worker to provide them with retraining opportunities.

According to the U.S. Bureau of Labor Statistics, it is predicted that about 16% of all new wage and salary jobs created between 2002 and 2012 will be in health services. From 2002-2012, 10 of the 20 fastest growing occupations are concentrated in health services. These positions include: medical assistants (59% growth), physician assistants (49% growth), home health aides (48% growth), and medical records and health information technicians (47% growth). Projected rates of employment growth for the various segments of the industry range from 12.8% in hospitals, the largest and slowest-growing industry segment, to 55.8% in the much smaller home health care services. Fast growth is expected for workers in occupations concentrated outside the in-patient hospital sector, such as medical assistants and home health aides.

According to the Department of Labor website, the Information Technology (IT) industry includes such products and services as software products, telecommunications services, wireless services, Internet services, telecommunications equipment, computer hardware, computer peripherals, and computer and data services. Eight of the top ten fastest growing occupations are projected to be IT-related. Although there are currently regional surpluses of IT workers and the industry is experiencing a contraction, the industry as a whole will require over a million new workers by 2010. It is projected that the area of Computer and Data Processing Services will be the fastest growing area in the economy, with employment expected to increase 86% between 2000 and 2010.

According to the U.S. Census, Arizona industry categories ranked highest to lowest as follows: 1) education, health and social services; 2) retail trade; 3) professional, scientific, management, administrative, and waste management; 4) manufacturing; and 5) arts, entertainment, recreation, accommodation and food services.

In order to ensure that projects are providing skills training that meets the needs of both participants and employers, an assessment will be conducted by the second quarter of PY 2005 to assess the types of skills among the current population and skills set provided by current host agencies.

e. Community Service Needs

Community needs are being provided through host agencies within Arizona. These include home delivered meals, senior center related activities, adult day care centers, and food banks. Services are provided at Area Agencies on Aging, Association of Arizona Food Banks, Federal, State and County agencies, older worker placement centers, One-Stop Centers, and agencies providing home care for

the elderly and disabled. Data collection and monitoring information is currently used to determine community services and needs.

Results of the assessment mentioned in the previous section (Type of Skills) will be used to identify and recruit appropriate host agencies that are capable of supplying the needed skills set and meet the community service needs of SCSEP participants.

f. Coordination with the Workforce Investment Act

The Workforce Investment Act (WIA - Public Law 105-220) was enacted in 1998 with the purpose of bringing about major transformation of workforce development systems around the nation. WIA consolidated and streamlined over 70 federal employment and training programs into one system.

The One-Stop Career Centers, were incorporated as part of this WIA law, to provide employment assistance to persons looking for employment. There are three tiers of service: core services, intensive services, and training services.

Core services are made available to anyone entering a One-Stop Career Center. People looking for work can access information and services independently; for example, visiting America's Job Bank on the World Wide Web. Core services can include job search and placement assistance, employment statistics information, job vacancies and demand occupations, training provider cost information, and unemployment insurance filing information and assistance.

Intensive services may only be provided if the job seeker: (a) still remains unemployed after using core services; (b) is determined to be in need of more focused assistance; or (c) requires the services in order to keep his/her current job or to advance so that they may become self-sufficient. Intensive services include comprehensive assessment such as diagnostic testing and in-depth evaluation, individual employment plan development, group counseling; individual counseling or career planning if necessary, case management services and pre-vocational service, such as basic job preparation skills, resume development, etc.

Training services are provided after eligibility for intensive services has been determined and: (a) the job seeker remains unable to find employment; (b) the job seeker has been assessed and determined to possess the skills and qualifications necessary to participate in the training program, and; (c) training services are selected in consultation with a case manager and are linked to employment opportunities in the local area.

In accordance with the WIA regulations, the SCSEP is a mandatory partner of the One-Stop Career Centers. This allows the SCSEP to offer their participants another resource in their search for employment. Coordination efforts include continued collaboration to improve cooperation and communication between WIA One-Stop Centers and SCSEP; co-location of both programs at One-Stop and Job Services centers; development of innovative ways to improve services to the public and between programs in the One Stop Centers; and joint staff training opportunities.

SCSEP Grantees in Arizona are currently involved in WIA activities as follows:

- DES, A&AA: The SCSEP Coordinator serves on the local Workforce Investment Board for Maricopa County.
- National Indian Council on Aging, Inc.: The Arizona Project Director sits on the Intertribal Workforce Investment Board.
- United States Forest Service: The USFS Senior, Youth, and Volunteers Program Coordinator in Flagstaff, AZ (Region 3)-Western Zone, serves on the local Workforce Investment Board for Coconino County.
- AARP: The Project Director serves on the local Workforce Investment Board for the City of Phoenix.

Action	Time Frame for Completion
Assess coordination activities and positive experiences with One-Stops and identify barriers	August 2005
Coordinate with DERS-WIA Administrators to review WIA Title I State Plan	September 2005
Develop an umbrella MOU	July-December 2005

g. Avoidance of Disruptions

The allocation for Title V participant slots for Arizona for PY 2005 is anticipated to be reduced from 810 to 792. DES, Aging and Adult Administration was notified of a reduction in participant slots from 174 to 162. The National Sponsors have not yet been notified of anticipated reductions for PY 2005.

	PY 2004	PY 2005	Difference
DES, Aging and Adult Administration	174	162	-12
National Indian Council on Aging, Inc.	169	165	-4
Asociacion Nacional Pro Personas Mayores	73	73	0
United States Forest Service	18	18	0
AARP	121	120	-1
Easter Seals	66	66	0
Experience Works	63	63	0
SER	126	125	-1
Total	810	792	-18

Grantees have begun discussion on efforts to minimize program disruptions due to over-enrollments. The following actions will be implemented in PY 2005:

Action	Time Frame for Completion
Initiate freeze on vacancies occurring for reasons of attrition or placement.	May 2005
Assess grantee vacancies and counties impacted.	June 2005

Negotiate transfers among sponsors to fill vacant positions in underserved areas (sponsors operating in the same counties)	July-September 2005
Reallocate positions to underserved areas in ED Report with DOL approval	October 2005
Submit revised ED Report to DOL	October 2005

Section 5. Plan Recommendations

The Governor of Arizona made the following recommendations to the Secretary of Labor in PY 2004:

1. Advocate for the allocation of Workforce Investment Act funds targeted for special populations.
2. Better coordination between Workforce Investment Act and Senior Community Services Employment Program especially as it concerns performance measures.

Recommendations for the PY 2005 Plan will be provided upon completion of the assessments described in Section 4.

**PUBLIC HEARING COMMENTS
STATE SENIOR EMPLOYMENT SERVICES COORDINATION PLAN for PY 2004**

Two information gathering sessions were scheduled at the following locations:

City	Date and Time	Location	# of Attendees
Phoenix	May 13, 2004 1:30-3:00pm	Mesa Senior Center 247 N. MacDonald Mesa, Arizona 85201	1
Phoenix (as part of the Governor's Conference on Aging – Aging 2020 Initiative)	May 13, 2004 1:30-3:00pm	Sheraton Mesa Hotel Mesa Centennial Center 200-201 N. Centennial Way Mesa, Arizona	25

No comments were received at the Mesa Senior Center public hearing.

Aging 2020

Within two decades, one in every four Arizonans will be over 60 years of age. This demographic trend, tied to the aging of the “baby boomer” generation, will provide both challenges and opportunities.

In order to make sure the state is ready to meet these challenges and take advantage of the opportunities, Governor Napolitano recently directed state agencies to create a long-range plan entitled Aging 2020. The Aging 2020 plan will guide the state's response to an aging population in the years ahead.

To begin the process, participants in the Governor's Conference on Aging were given an opportunity to hear from and talk with the senior leadership of several state agencies involved in the Aging 2020 process. The following comments were received on the topic of Housing and Jobs:

Question asked of the audience: What is the myth of older workers?

Older workers are hard to train. They come to the job with health issues. They do not listen to directions. They do not have transportation.

Question asked of the audience: What do older workers offer?

Older workers offer experience and dependability. Older workers have better attendance records. They are loyal. They provide for intergenerational relationships with younger employees.

Other comments were senior programs should provide assessment, job readiness, training with agencies such as community colleges, vocational schools, partnering with employers who are interested in hiring older workers.

State Plan on Aging - Public Hearings and Listening Sessions

Eight State Plan on Aging public hearings were scheduled at the following locations:

City	Date & Time	Location	Attendees
Phoenix	May 6, 2003 10:00 – 11:00 AM	McDowell Place Senior Center 1845 E. McDowell Road Phoenix, AZ 85006	71
Lake Havasu City	May 8, 2003 10:30 – 11:30 AM	Lake Havasu Senior Center 450 South Acoma Lake Havasu, AZ 86406	12
Casa Grande	May 9, 2003 10:00 – 11:00 AM	Dorothy Powell Senior Adult Center 405 East 6 th Street Casa Grande, AZ 85222	16
Flagstaff	May 12, 2003 10:00 – 11:00 AM	Department of Health & Community Services 2625 N. King Street Flagstaff, AZ 86004	9
Tuba City	May 12, 2003 2:00 – 3:00 PM	Greyhills Academy High School – Warrior Pavilion Tuba City, AZ 86045	52
Tucson	May 14, 2003 10:00 – 11:00 AM	Pima Council on Aging 8467 East Broadway Tucson, AZ 85710	29
Benson	May 14, 2003 1:00 – 2:00 PM	Benson Senior Center 705 West Union Street Benson, AZ 85602	4
Phoenix (Inter-Tribal Council of Arizona)	May 15, 2003 10:00 – 11:00 AM	Casino Arizona 524 North 92 nd Street Scottsdale, AZ 85256	3
Total			196

A web-based link, titled Draft State Plan on Aging 2004-2006, was also created as an alternative method to access the State Plan on Aging 2004-2006 Advocacy and Service and Systems Development goals and objectives and provide comments. Public hearings were held in collaboration with the Governor's Advisory Council on Aging. At least one staff person attended from the Aging and Adult Administration (Lynn Larson or Jen Leitch) and at least two from the Governor's Advisory Council on Aging (Barry Gold and Elvera Anselmo).

The following are the comments received at the public hearings as they relate to employment services for older persons:

Public Hearing at the Dorothy Powell Senior Center

Rebecca Jennings addressed Goal #7, improving employment opportunities. She asked why are there freezes on the Title V program. When they are about to hire someone, they are told the position is frozen. Ms. Leitch responded that federal funds cannot be over spent, so when the budget is exhausted, freezes occur. Ms. Jennings stated that increases in Title V hours, minimum wage, and transportation reimbursement need to be offered to keep older workers.

Letter submitted from Carole D. Mandino, Ed.D., Director, NAU Gerontology Institute, Senior Companion/Foster Grandparent Programs of Northern Arizona:

- Section II, State Plan Goals, Advocacy Goals, Goal 2: Advocate for the availability and accessibility of educational programs, job training programs, and supportive employment services for older adults to instead read: Advocate for the availability and accessibility of educational programs, job training programs, and supportive employment and stipended volunteer services for older adults. Under Objective 3: Advocate for supportive employment services for older adults seeking employment, I would again encourage you to have it read as follows: Advocate for supportive employment and stipended volunteer services for older adults seeking employment or service.
- Section II, State Plan Goals, Advocacy Goals, Goal 2, Objective 1: Encourage development of, participation in, and public awareness of programs that support older workers... I would encourage you to have this objective read as follows: Encourage development of, participation in, and public awareness of programs that support older workers and older stipended and non-stipended volunteers with priority to individuals with the greatest economic and social need, and with particular attention to the needs of low-income minority individuals, individuals residing in rural areas, individuals who are Indians, individuals with limited English-speaking ability and individuals with a severe disability.
- Section II, State Plan Goals, Advocacy Goals, Goal 2, Objective 3: Advocate for supportive employment services for older adults seeking employment. I would encourage you to have this objective read as follows: Advocate for supportive employment services and stipended volunteer opportunities for older adults seeking employment and/or service opportunities.
- Section II, State Plan Goals, Service and Systems Development Goals, Goal 7, I would encourage you to add the items in bold: Improve employment opportunities and stipended volunteer opportunities for older adults.

Community Listening Sessions

Community Listening Sessions were a part of the Department of Economic Security Aging and Adult Administration's planning for the State Plan on Aging and Strategic Plan. Sessions were held with experts in the following areas: Planning, Special Populations, Diversity, and the Voluntary Sector. Four two-hour sessions (one with each of the aforementioned groups) were held in February by video conference in Phoenix (2122 E. Highland Ave., Fir Conference Room on 3rd Fl), Flagstaff (611 N. Leroux Street -1st floor), and Tucson (4575 East Broadway). A description of Arizona's changing demographics was distributed with each invitation. The Community Listening Sessions were designed to elicit answers to the following questions:

- How are you serving seniors currently?
- What needs of today's aging population are not being met?
- What could the state do to help you better support today's seniors?
- Given the demographic changes that will occur over the next 20 years, what do you think will be the greatest challenges for older people 20 years from now?
- What impact do you think that the changing demographics of our state will have on services you provide to older persons?
- How can senior centers and other aging services better accommodate the needs of this future population of aging people?
- What are some of the most successful senior services programs you are aware of?

The following response related to Older Worker Programs was received at the Diversity Community Listening Session held on February 11, 2003 in response to the question: How can senior centers and other existing aging services better accommodate the needs of this future population of older people?

Make senior centers more comprehensive. Think of them as a global one-stop center. Allow grandparents to bring grandchildren they care for to the senior center and have respite or day care programs available for these grandparents at the center. Include physical fitness activities, educational activities, job training, resource centers, libraries, and assistance with forms, etc. Ensure that all aging services are culturally competent. Aging services must include care for chronic illness, health literacy education, fall prevention programs, and special programs to treat dementia and depression. The cap on Title V income should be raised so that seniors don't lose benefits as a result of their Title V income. Address gaps in mental health care and use peer counseling.

The following older worker program goals and objectives were incorporated into the State Plan on Aging 2004-2006:

ADVOCACY GOAL 2: Advocate for the availability and accessibility of educational programs, job training programs, volunteer opportunities that offer stipends, and supportive employment services for older adults.

JUSTIFICATION

People of all ages have the ability to prosper when employment opportunities are available. Older Arizonans experience a host of barriers to employment including lack of skills appropriate to the current labor market, lack of appropriate transportation, physical disabilities, and age discrimination. Advocacy and community support are necessary to reduce or eliminate these barriers.

Objective 1: Encourage development of, participation in, and public awareness of programs that support older workers as well as older volunteers, with priority to individuals with the greatest economic and social need, and with particular attention to the needs of low-income minority individuals, individuals residing in rural areas, individuals who are Native Americans, individuals with limited English-speaking ability and individuals with a severe disability.

Objective 2: Advocate for the development of educational and job training opportunities for low-income older adults through the Workforce Investment Act (WIA), Title V contractors, and other alternative funding sources.

Objective 3: Advocate for supportive employment services for older adults seeking employment.

SERVICE AND SYSTEM DEVELOPMENT GOAL 7: Improve employment opportunities for older adults.

Justification

While many older adults retire voluntarily, some older workers are pressured into early retirement. Many older workers would prefer to continue working. Older persons tend to remain unemployed twice as long as other groups of unemployed workers. A large number of older employees give up looking for work and are not counted in unemployment statistics.

Objective 1: Support Title V Senior Community Service employment.

Objective 2: Work with public and private employers to create and promote educational and job training opportunities for older persons in the community.

Objective 3: Disseminate information to businesses and organizations in the private and public sector on the advantages of hiring older persons.

Objective 4: Promote the Title V Employer Incentive Program to encourage private sector employers to hire older workers.

Objective 5: Support the development of Arizona's One Stop Career Centers which provide access for older workers to choose basic, high-quality employment, training and education services.

Objective 6: Encourage the implementation of best practices, the exploration of future trends, and the promotion of service delivery methods that respond to those trends in the employment of older workers.

Objective 7: Collaborate with programs that provide volunteer opportunities that offer stipends for older adults such as the Foster Grandparent Program.

Appendix B

PROGRAM YEAR 2005 EQUITABLE DISTRIBUTION

County	Distribution Factor	Equitable Share	State	AARP	ANPPM	ES	EW	NICOA	SER	USFS	Totals	Diff.
Apache County, AZ	0.0355	28	4					21			25	-3
Cochise County, AZ	0.0373	30	3						40		43	13
Coconino County, AZ	0.0193	15	14					16		2	32	17
Gila County, AZ	0.0189	15	10					6	8		24	9
Graham County, AZ	0.0104	8						9		1	10	2
Greenlee County, AZ	0.0017	1						3		2	5	4
La Paz County, AZ	0.0123	10					3	2			5	-5
Maricopa County, AZ	0.4473	354	65	120		28	46	60		13	332	-22
Mohave County, AZ	0.0523	41	11				14	3			28	-13
Navajo County, AZ	0.0351	28	13					32			45	17
Pima County, AZ	0.1697	134	15		73				49		137	3
Pinal County, AZ	0.0499	39	8					10	13		31	-8
Santa Cruz County, AZ	0.0144	11							15		15	4
Yavapai County, AZ	0.0518	41	18			18					36	-5
Yuma County, AZ	0.0442	35	1			20		3			24	-11
TOTALS:	1.0000	792	162	120	73	66	63	165	125	18	792	0

ARIZONA SCSEP CONTACTS

<p>State Agency: Department of Economic Security, Aging and Adult Administration</p> <p>Counties Served: Apache, Coconino, Gila, Maricopa, Mohave, Navajo, Pima, Pinal and Yavapai.</p> <p>Contact: Lynn Larson, Program Manager 1789 W. Jefferson, 950A Phoenix, AZ 85007 (602) 542-4446 (602) 542-6575 Fax e-mail: llarson@azdes.gov</p>	<p>National Sponsor: National Indian Council on Aging, Inc. (NICOA)</p> <p>Counties Served: Apache, Coconino, Gila, Graham, Greenlee, La Paz, Maricopa, Mohave, Navajo, Pinal and Yuma.</p> <p>Contact: Lena Kelly, Arizona Project Director 3625 N. 16th Street, Suite 128 Phoenix, AZ 85016 (602) 241-1663 (602) 241-1675 Fax e-mail: lena@nicoa.org</p>
<p>National Sponsor: Asociacion Nacional Pro Personas Mayores</p> <p>Counties Served: Pima</p> <p>Contact: Guadalupe Lendo, Director Catholic Social Services 140 W. Speedway Tucson, AZ 85705 (520) 623-0344 ext. 1062 (520) 770-8514 Fax glendo@ccc-soaz.org</p>	<p>National Sponsor: United States Department of Agriculture Forest Service</p> <p>Counties Served: Coconino, Graham, Greenlee and Maricopa.</p> <p>Contact: Marlene Nunez, Manpower Development Specialist U.S. Forest Service 333 Broadway, SE Albuquerque, NM 87102 (505) 842-3401 (505) 842-3819 Fax e-mail: mfnunez@fs.fed.us</p>
<p>National Sponsor: AARP</p> <p>Counties Served: Maricopa</p> <p>Contact: Maria Ramirez-Trillo, Project Director 5119 N. 19th Ave, Suite A Phoenix, AZ 85015 (602) 841-0403 (602) 864-0142 Fax e-mail: mtrillo@aarp.org</p>	<p>National Sponsor: Easter Seals Arizona</p> <p>Counties Served: Maricopa, Yavapai and Yuma</p> <p>Contact: Thomas Naughton, SCSEP Program Supervisor 2075 Cottonwood Dr. Tempe, AZ 85282 (480) 222-4105 (480) 222-4197 e-mail: tnaughton@azseals.org</p>
<p>National Sponsor: Experience Works</p> <p>Counties Served: La Paz, Maricopa and Mohave</p> <p>Contact: Nancy Morrill, Field Operations Coordinator 40 S. 200 East St. George, Utah 84770 (435) 688-3109 (435) 688-3139 Fax (435) 669-5187 Cell Phone (1-800) 288-1324 Toll Free e-mail: nancy_morrill@experienceworks.org</p>	<p>National Sponsor: Service Employment and Redevelopment (SER)</p> <p>Counties Served: Cochise, Gila, Pinal, Pima, and Santa Cruz.</p> <p>Contact: Hector Acosta, Supervisor 40 W. 28th Street Tucson, AZ 85713 (520) 624-0411 (520) 623-5754 e-mail: hectoracosta@qwest.net</p>

MEMORANDUM OF UNDERSTANDING (MOU) CHECKLIST

Local Area	Grantee(s) in Local Area	Existing MOU? Yes or No	If MOU does not exist, timeline for accomplishing MOU	MOU Type: Single or Blanket	List Grantee and MOU Partners
Apache County	ADES, Aging and Adult Administration (State)	Yes		Single	Apache WIB
	National Indian Council on Aging (NICOA)*				
Cochise County	State	No	December 2005		
	Service Employment and Redevelopment (SER)	Yes		Single	WIA One-Stop Career Center
Coconino County	State	No	December 2005	Single	Coconino WIB
	NICOA				
	United States Forest Service (USFS)	No	December 2005		
Gila County	State	No	December 2005	Single	Gila WIB
	NICOA				
	SER	No	December 2005		
Graham County	NICOA				
	USFS	No	December 2005		
Greenlee County	NICOA				
	USFS	No	December 2005		
La Paz County	Experience Works (EW)	Yes		Single	La Paz WIB
	NICOA				
Maricopa County	State	Yes	December 2005	Single	Maricopa WIB
	AARP	No, expired	July	Single	City of Phx & Maricopa County
	Easter Seals (ES)	Yes		Single	One-Stop at Gilbert
	EW	Yes		Single	Phoenix LWIB

	NICOA				
	USFS	No	December 2005		
Mohave County	State	Yes	December 2005	Single	Mohave WIB
	EW	Yes		Single	Mohave WIB
	NICOA				
Navajo County	State	No	December 2005	Single	Navajo WIB
	NICOA				
Pima County	State	Yes	December 2005	Single	Pima WIB
	Asociacion Nacional Pro Personas Mayores (ANPPM)	Yes		Single	Pima WIB
	SER	No	December 2005		
Pinal County	State	No	December 2005	Single	Pinal WIB
	NICOA				
	SER	No	December 2005		
Santa Cruz County	SER	No	December 2005		
Yavapai County	State	Yes	December 2005	Single	Yavapai WIB
	ES	No	October 2005	Single	
Yuma County	State	No	December 2005	Single	Yuma WIB
	ES	Yes		Single	Yuma WIB
	NICOA				

* MOU information was not provided by NICOA in time for the completion of the Plan.